for each task indication, displaying a sequence of instructions in the graphical overlay, each instruction directing attention to a respective selectable graphical area; and providing a selector coupled to said window to allow the end user to select tasks and selectable graphical areas, wherein after selecting a task, the end user employs the selector to interact with at least one selectable graphical area in response to at least one instruction, displayed in the graphical overlay in a manner directing the end user's attention to a respective selectable graphical area, wherein the graphical overlay provides a next instruction in the sequence of instructions in response to the end user's interaction with the selectable graphical areas in the window, and wherein the end user learns a sequence associated with a task through actively interfacing with said window.

REMARKS

Claims 1-22 are pending in the application. Claims 1-22 are rejected under 35 U.S.C. § 103(a) as being unpatentable over Himmel *et al.* (U.S. 6,211,874) in view of Johnson *et al.* (U.S. 4,648,062). Claims 1 and 12 have been amended. The claim rejections under 35 U.S.C. § 103(a) and the cited references are discussed below in light of the claim amendments. No new matter has been introduced.

An example of a feature that distinguishes the invention over the cited references is a level of interaction the end user enjoys with a graphical user interface (GUI) window in concert with a graphical overlay in which a sequence of instructions is sequentially displayed in response to an end user's interaction with selectable graphical areas, where the GUI window is associated with an application for which the end user is receiving coaching. Claims 1 and 12 have been amended at lines 15-17 (" . . . the graphical overlay provides a next instruction in the sequence of instructions in response to the end user's interaction with the selectable graphical areas in the window . . . ") to distinguish over the cited references.

The contextual help facility of Johnson *et al.* has a basic fundamental assumption of prior art embedded help approaches to on-line teaching (see Applicants' specification at Page 2, lines 20-22), which is that the operator is only interested in actions that logically follow or are

allowable at a given point in the text processing process (see Column 5, lines 8-11). Thus, the contextual help panel of Johnson *et al.* is static and does not provide "a next instruction in the sequence of instructions in response to the end user's interaction with the selectable graphical areas in the window" as specified in twice amended Claims 1 and 12.

The Applicants' on-line coach, as presently claimed, is not anticipated by combining the teachings of Himmel *et al.* with Johnson *et al.*. Such a combination yields a version of the embedded help approach to on-line teaching. This combined approach would open a window from the GUI with which the user must interact, thereby causing a loss of attention and disjointed learning. Furthermore, such a combination, like Johnson *et al.* alone, is still static and does not teach or suggest the claimed invention as does the Applicants' interactive technical support and training software as above specified in amended Claims 1 and 12. Further, Applicants submit that the static contextual help panel of Johnson *et al.* teaches away from providing "a next instruction in the sequence of instructions in response to the end user's interaction," as now claimed.

Therefore, because neither Himmel *et al.* nor Johnson *et al.* teach or suggest, either alone or in combination, Applicants' interactive training and technical support software as now claimed in Claim 1, the Applicants respectfully submit that the rejection under 35 U.S.C. § 103(a) should be withdrawn.

Because Claims 2-11 depend from Claim 1, these claims should be allowable for at least the same reasons.

Claim 12 as now amended includes similar claim limitations as amended Claim 1 and should be allowable for the same reasons.

Because Claims 13-22 depend from Claim 12, these claims should also be allowable for at least the same reasons.

CONCLUSION

In view of the above amendments and remarks, it is believed that all now pending claims (Claims 1-22) are in condition for allowance, and it is respectfully requested that the application be passed to issue. If the Examiner feels that a telephone conference would expedite prosecution of this case, the Examiner is invited to call the undersigned at (978) 341-0036.

Respectfully submitted,

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MARKED UP VERSION OF AMENDMENTS

Claim Amendments Under 37 C.F.R. § 1.121(c)(1)(ii)

1.   (Twice Amended) In a computer, an apparatus for providing software training and technical support to an end user, the apparatus comprising:

a graphical user interface window through which a plurality of tasks are accomplished, said window having a plurality of selectable graphical areas;

a list of task indications coupled to said window, each task having an associated task indication;

a graphical overlay coupled to said window, wherein said overlay is positioned [on top of] over said window;

for each task indication, a sequence of instructions is displayed in the graphical overlay, each instruction directing attention to a respective selectable graphical area; and

a selector coupled to said window to allow the end user to select tasks and selectable graphical areas, wherein after selecting a task, the end user employs the selector to interact with [select] at least one selectable graphical area[s] in response to [the sequence of] at least one instruction[s], displayed in the graphical overlay in a manner directing the end user's attention to a respective selectable graphical area, wherein the graphical overlay provides a next instruction in the sequence of instructions in response to the end user's interaction with the selectable graphical areas in the window, and wherein the end user learns a sequence associated with a task through actively interfacing with said window.

12.   (Twice Amended) In a computer, a method for providing software technical support and training to an end user, the [apparatus] method comprising:

providing a graphical user interface window through which a plurality of tasks are accomplished, said window having a plurality of selectable graphical areas;

displaying a list of task indications coupled to the window, each task having an associated task indication;

forming a graphical overlay coupled to said window, wherein said overlay is positioned [on top of] <u>over</u> said window;

for each task indication, displaying a sequence of instructions in the graphical overlay, each instruction directing attention to a respective selectable graphical area; and

providing a selector coupled to said window to allow the end user to select tasks and selectable graphical areas, wherein after selecting a task, the end user employs the selector to <u>interact with</u> [select] <u>at least one</u> selectable graphical area[s] in response to [the sequence of] <u>at least one</u> instruction[s], <u>displayed in the graphical overlay in a manner directing the end user's attention to a respective selectable graphical area, wherein the graphical overlay provides a next instruction in the sequence of instructions in response to the end user's interaction with the selectable graphical areas in the window, and</u> wherein the end user learns a sequence associated with a task through actively interfacing with said window.